

Systems Management Services Subcommittee

Minutes of 7/13/05 Meeting

Attendees: Doug Mader, Larry Strock, Eric Pinckney, Russell Collier, Dietra Thomas
(Not present: Floyd Stayner, Lee Foster, Fran McClary, Charlie Zeberlein)

Meeting Scribe: Dietra Thomas

Minutes: Minutes from the 6/2/05 meeting were reviewed and approved.

Domain: Software Distribution

The Software Distribution Domain is due for its bi-annual review and all agreed that it needed no changes.

Domain: End-User Support

The End-User Support Domain is due for its bi-annual review and all agreed that it needed no changes.

Domain: Problem/Change/Configuration Management

It was agreed that the Problem/Change/Configuration Management Domain needed to identify low-end to high-end products for small to large organizations, with the addition of principles outlining what functionality products should have.

It was agreed that defining the Problem/Change/Configuration Management Domain required the expertise of Larry Page, Doug Griswald and Fran McClary who were not present. The approach to defining this domain was established as follows: (1) Larry Strock would meet with Eric Pinckney and Pam Watts early next week to organize the work and lay out the foundation. Pam had been assistant to Dave Gerth when he was responsible for this domain and would have his notes, bricks roadmap, and SCEA-8 form. Dietra was invited to join in. (2) Larry Strock would ask Troy Travis for the use of his staff (Larry Page, Doug Griswald and Fran McClary) to review the domain's foundation and the Gartner articles, and make recommendations. Eric would re-send the pertinent Gartner articles and check if any new articles were available. (3) An SMS Subcommittee meeting would be called the first week of August to review the work produced (Eric will be away the last week of July).

Overview of ITIL

Due to the absence of so many subcommittee members, and especially Fran McClary who was new to the subcommittee and so had not had the prior introduction to ITIL, it was decided to postpone the ITIL Overview until the next subcommittee meeting.

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Asset Management:

Fran McClary was absent. Larry Strock pointed out that due to her new appointment of Enterprise Computing Asset Manager and the tremendous work involved, she would not be available to work on the subcommittee for 2 to 3 months.

Next full Subcommittee Meeting:

Time: August 17, 2005, 2pm

Place: CIO, 4430 Broad River Road, room 229 – to facilitate participation by Larry Page, Doug Griswald and Fran McClary as consultants on the Problem/Change/Configuration Management Domain.